



IDENTIFICATION

Department		Position Title	
NWT Housing Corporation		Programs Advisor	
Position Number		Community(s)	Division/Region
93-2010, 93-4635, 93-NEW 13229		Hay River	South Slave District

PURPOSE OF THE POSITION

To provide and oversee the community-level delivery of the Housing Corporation's programs which includes the *Public Housing Program*, *Housing Choices program*, *Market Housing Programs*, *Mortgage Payment Plan*, the portfolio management of previously delivered repayable loan programs, and any new programs that may be developed. This position provides services and support to Local Housing Organizations (LHO), community stakeholders, and residents in the area of housing information and advice.

The position works within an established program policy framework that supports the Housing Corporation's mandate to ensure an adequate supply of housing in communities that is suitable, adequate, and affordable. A key objective for this position is to ensure that community residents have a clear understanding of the choices available for them to access basic shelter, and how the Housing Corporation's programs and services may assist to provide options for them to consider in making these choices.

SCOPE

This position is located in the Housing Corporation's South Slave District Office. The incumbent reports to the Manager, Programs and the duties of the position have an impact on the South Slave District Office, Local Housing Organizations, Community Governments, GNWT Regional Offices, Financial Institutions, and individual Corporation clients and; supports the economic and job development within the District.

The incumbent is responsible for the delivery of housing programs in up to seven (7) communities.



RESPONSIBILITIES

Manage and administer the direct delivery of the homeownership & repair programs at the community level.

Main Activities

1. Plan, schedule, and oversee the intake of applications for the *Housing Choices* program and programs delivered on behalf of the Canada Mortgage and Housing Corporation;
2. Receive, process and review program applications to assess need, eligibility, client commitment and capability to succeed in the program, and recommend applications for approval and decline to the District Controller and the District Director;
3. Provide counselling to applicants and clients of the Housing Corporation's programs as to their choices to address their basic housing needs, and the processes involved in accessing assistance from the Housing Corporation;
4. Promote and provide information regarding the Housing Corporation's programs and services, including presentations at community housing information sessions;
5. Participate in the development of the district's multi-year budgets for homeownership and repair programs;
6. Ensures that information is entered and maintained in the Housing Corporation's Information Management System (HCIMS) and analyzes this information to identify trends in housing needs in order to develop community budgets;
7. Provide training and support to LHO staff, including Community Delivery Agents, in all aspects of the Housing Corporation's homeownership programs;
8. Liaise between applicants/clients and banks, solicitors, property owners, contractors, and other various stakeholders involved in the homeownership process;
9. Coordinate with the district's technical section to ensure the maintenance and security of units constructed under the *Homeownership Entry Level Program* (HELP), including other units constructed under previous programs that the Housing Corporation has an obligation to maintain;
10. Maintain accurate and orderly client files including the management of files, and the obligations outlined in agreements, of clients of programs that were previously offered by the Housing Corporation, and;
11. Counsel clients with mortgage arrears in order for them to select an appropriate option offered under the *Mortgage Payment Plan*. In situations where clients do not select an option, recommend client files to be sent to the Department of Justice for collection/foreclosure action.

Manage the direct delivery of courses in financial management, consumer credit and banking for home purchase in order to meet the NWTHC/GNWT goal of personal and community self-reliance to achieve greater accountability for shelter.

Main Activities

1. Develop / facilitate strategies for the provision of the Corporation's education programs;
2. Deliver prepared program curriculum, lessons and lesson plans with clients;
3. Evaluate the client's understanding of directions, concepts and progress and tutor those who are experiencing learning difficulties;



4. Keep records of client activities and update HC IMS;
5. Recommend enhancements for program curriculum.

Manage the community-level delivery of activities of the *Market Housing Program*.

Main Activities

1. Provide information to individuals and interested stakeholders regarding units that are available to rent under the *Market Housing Program*;
2. Implement the processes to execute lease documents, including check-ins, at the community level, and;
3. Liaise with community stakeholders to discuss potential opportunities for the development of market housing. This includes the promotion of the Housing Corporation's Corporate Loan Guarantee program.

Manage the direct delivery of mortgage collections initiative to provide existing homeownership clients in default with the options to resolve past payment issues realize greater self-reliance and increase the long-term collections rate percentage on NWT HC mortgages.

Main Activities

1. Implement collection initiative communications strategy;
2. Collect and consolidate client information; complete reassessment and analysis of client file;
3. Complete in-person client counselling to review the collection initiative, mortgage payment plan options;
4. Advise District Controller of client decision;
5. Maintain records of client collection activities.

Monitor the operations of Local Housing Organizations to ensure the effective delivery of the *Public Housing Program*.

Main Activities

1. Monitor and oversee the operations of LHOs to ensure conformity to the Housing Corporation's policies, and partnership agreements, regarding the delivery of the *Public Housing Program*;
2. Complete LHO monitoring and trip reports during community visits and follow up on any undertakings that were identified;
3. Review LHO financial reports to ensure they are complete, up to date and accurate, and are in accordance with the Housing Corporation's policies regarding the financial systems of LHOs.
4. Review, and approve, arrears reports and collection plans with LHO management. Report any arising issues to the District Controller and make recommendations to improve collections;
5. Participate in the development of LHO budgets;
6. Provide training for new LHO board members and new LHO Managers;
7. Complete assessments of LHO operations and implement training and recovery plans where necessary;



8. Provide guidance and assistance to LHOs in the area of human resources including recruitment, performance reviews, and staff development, and;
9. Assume managerial duties to assigned LHOs to ensure that the *Public Housing Program* continues to be delivered effectively, and implement strategies to develop local management capabilities.

Lead and participate in activities that enhance the delivery of housing programs at the community level, and improve the public's awareness of the programs and services offered by the Housing Corporation.

Main Activities

1. Participate in community information and consultation sessions to provide opportunities for interaction, comments and feedback in order to improve communications and promote the Housing Corporation's programs and services;
2. Attend LHO meetings, LHO annual general meetings, and various community meetings, to discuss the activities of the Housing Corporation, including the processes that are in place to handle complaints and concerns such as the Housing Corporation's Appeal Process;
3. Participate in various committees on program development, program policies, etc.
4. Provide input in the development and delivery of the Housing Corporation's housing programs to ensure that current, and new programs, are designed to meet the housing needs of communities;
5. Participate in research projects, special initiatives, and other projects that support the development of housing in communities;
6. Provide key advice to the District's Programs Manager to be used for the preparation of briefing notes, issue papers, community status reports, Policy Review Committee Submissions, and discussion papers.

KNOWLEDGE, SKILLS AND ABILITIES

- Interpreting, analyzing, planning and organizing data / information skills. Financial management skills, including budgeting and accounting and related skills or experience in an educational environment. This level of knowledge is normally acquired through a University degree in Social Sciences, Education or Business Administration.
- Knowledge of government structure, policies and programs and services.
- Working knowledge in computer software application using PC software, ACCESS, MS Word, Excel and Windows.
- Strong negotiating and advisory skills.
- Excellent communication skills, both orally and in writing, in order to communicate effectively in meetings and through presentations in a workshop setting.
- Ability to operate effectively in cross-cultural environment.
- Valid Class 5 Driver's Licence.



Typically, the above qualifications would be obtained by:

The Knowledge, Skills and Abilities for this position are normally acquired through a university degree in Social Sciences, Business Administration or Education with a minimum of one (1) year(s) work experience in a related field or a post secondary diploma in the area of Social Sciences and Business Administration with a minimum of three years related work experience.

Equivalencies are:

Post secondary diploma in the area of Social Sciences or Business Administration and a minimum of three (3) years related working experience; or
Post secondary studies with five (5) years related work experience.

Related work experience includes:

Banking, Lending, Program Delivery, Program Administration, Social Work, Education

WORKING CONDITIONS

Physical Demands

Most of the incumbent's time is spent in a sitting position with frequent opportunity to move about.

Environmental Conditions

(Indicate the nature of adverse environmental conditions to which the incumbent is exposed).

The incumbent experiences a moderate to high level of travelling using the road system (1-2 trips per week at approximately 6 hours per return trip each) to communities, some that are isolated and have minimal services.

Sensory Demands

The incumbent requires normal use of senses (seeing and hearing) in order to perform the day-to-day activities of the position. Extensive use of computer requires focused concentration and may cause eye strain.

Mental Demands

High level of mental and emotional stress is experienced in this position, as the incumbent deals with large numbers of people with senior level authority in their respective organizations where there are frequently conflicting interests and perspectives. Clients can be abusive and confrontational. There are unique difficulties and stresses in working with developing communities, which have to overcome many obstacles and challenges.

This is a travelling position to isolated communities, whereby the incumbent will be away from home (50% - 60%) of the time, impacted by disruption in lifestyle caused by work schedules and travel.